

UW 2-1-1 / Financial Assistance and Support; Food, Shelter, Clothing and Furniture; and Housing

March '06													
MAJOR CATEGORY 2006	Jan '06	Feb '06	Mar '06	Apr '06	May '06	June '06	July '06	Aug '06	Sept '05	Oct '06	Nov '06	Dec '06	Total '06
MONTHLY CALL VOLUME	5,624	4,388	4,971										14,983
FINANCIAL ASSISTANCE/SUPPORT	2,626	3,233	4,019										9,878
FOOD/SHELTER/CLOTHING/FURNITURE	802	405	729										1,936
HOUSING	91	43	56										190
Average Speed Answered (Goal - 1 min., 15 seconds)	0:53	:17	:21										0:53
Length of Calls (Goal - 4 mins., 10 seconds)	2:54	2:31	2:43										2:42
Hang-Up / Abandonments (Actual # and Average)	510	282	371										388
Abandonment Rate - Goal (17 percent)	9%	6%	6%										7%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	0%	2%	2%										1%
MAJOR CATEGORY 2005													
MAJOR CATEGORY 2005	Jan '05	Feb '05	Mar '05	Apr '05	May '05	June '05	July '05	Aug '05	Sept '05	Oct '05	Nov '05	Dec '05	Total '05
MONTHLY CALL VOLUME	5,671	4,294	4,878	4,712	5,482	5,649	6,118	6,483	7,019	6,111	5,590	6,916	68,923
FINANCIAL ASSISTANCE/SUPPORT	1,197	1,201	1,223	1,150	1,533	2,483	1,551	2,056	1,842	3,189	3,111	3,769	24,305
FOOD/SHELTER/CLOTHING/FURNITURE	744	876	892	783	916	1,017	451	444	671	1,610	1,477	1,691	11,572
HOUSING	23	34	23	21	29	57	75	128	363	614	514	432	2,313
Average Speed Answered (Goal - 1 min., 15 seconds)	1:03	0:45	0:35	0:30	0:27	0:29	0:42	0:52	0:45	0:44	0:47	0:31	0:40
Length of Calls (Goal - 4 mins., 10 seconds)	2:52	3:04	3:45	3:37	3:28	3:10	3:24	3:04	3:13	3:11	3:33	2:49	3:15
Hang-Up / Abandonments (Actual # and Average)	913	482	478	351	353	421	550	903	809	626	524	512	577
Abandonment Rate - Goal (17 percent)	14%	10%	9%	7%	6%	7%	8%	12%	10%	9%	8%	6%	9%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	-12%	-14%	-3%	-10%	8%	2%	2%	0%	-22%	1%	-4%	23%	-2%
MAJOR CATEGORY 2004													
MAJOR CATEGORY 2004	Jan '04	Feb '04	Mar '04	Apr '04	May '04	June '04	July '04	Aug '04	Sept '04	Oct '04	Nov '04	Dec '04	Total '04
MONTHLY CALL VOLUME	6,481	5,033	5,061	5,277	5,071	5,522	5,973	6,533	9,049	6,026	5,871	5,605	71,502
FINANCIAL ASSISTANCE/SUPPORT	3,144	2,065	2,961	4,634	3,798	4,223	2,618	1,973	3,291	1,843	2,922	2,643	36,115
FOOD/SHELTER/CLOTHING/FURNITURE	651	497	618	895	920	988	620	2,051	3,538	722	1,363	1,347	14,210
HOUSING	46	62	79	100	120	214	147	62	58	73	116	93	1,170
Average Speed Answered (Goal - 1 min., 15 seconds)	1:58	0:57	0:48	1:02	0:46	0:50	1:10	1:11	0:55	1:11	1:15	1:00	1:05
Length of Calls (Goal - 4 mins., 10 seconds)	3:53	3:20	3:29	4:15	4:11	4:11	3:53	3:37	2:51	3:29	3:10	3:02	3:36
Hang-Up / Abandonments (Actual # and Average)	2,245	880	739	960	738	782	1,102	1,172	1,250	962	964	803	1,050
Abandonment Rate - Goal (17 percent)	25%	14%	12%	15%	12%	12%	15%	15%	12%	14%	14%	12%	14%
Call Vol. Increase/Decrease (from previous year) - Goal 20%	36%	26%	4%	29%	10%	19%	-12%	-4%	37%	29%	27%	10%	18%
MAJOR CATEGORY 2003													
MAJOR CATEGORY 2003	Jan '03	Feb '03	Mar '03	*Apr '03	*May '03	*June '03	July '03	Aug '03	Sept '03	Oct '03	Nov '03	Dec '03	Total '03
MONTHLY CALL VOLUME	4,766	3,988	4,847	4,073	4,609	4,627	6,781	6,815	6,594	4,636	4,639	5,078	61,453
<i>* Adjusted call volume (April, May, June)</i>	4,766	3,988	4,847	4,989	5,612	5,709	6,781	6,815	6,594	4,636	4,639	5,078	64,454
FINANCIAL ASSISTANCE/SUPPORT	1,690	1,267	1,520	1,517	827	1,472	2,656	2,884	2,308	1,711	1,564	2,047	21,463
<i>* Adjusted financial assistance (April, May, June)</i>	1,690	1,267	1,520	1,917	1,952	1,780	2,656	2,884	2,308	1,711	1,564	2,047	23,296
FOOD/SHELTER/CLOTHING/FURNITURE	545	392	555	431	206	452	660	716	690	496	348	453	5,944
<i>* Adjusted food, shelter, clothing, furniture (April, May, June)</i>	545	392	555	510	545	501	660	716	690	496	348	453	6,411
HOUSING	26	17	13	31	49	8	27	51	53	47	24	30	376
<i>* Adjusted housing (June)</i>	26	17	13	31	49	25	27	51	53	47	24	30	393
Average Speed Answered (Goal - 60 seconds)	1:10	0:41	0:53	1:07	0:26	0:30	1:27	1:38	1:11	1:53	1:57	1:51	1:13
Length of Calls (Goal - 3 minutes)	2:45	2:52	3:01	3:36	3:49	3:55	4:09	4:46	4:11	4:31	4:06	4:25	3:50
Hang-Up / Abandonments (Actual Number)	1,039	380	766	907	448	394	970	1,116	906	1,207	1,270	1,480	907
Abandonment Rate - Goal (20 percent)	18%	9%	13%	18%	9%	8%	17%	18%	14%	21%	21%	23%	16%
MAJOR CATEGORY 2002													
MAJOR CATEGORY 2002	Jan '02	Feb '02	Mar '02	Apr '02	May '02	June '02	July '02	Aug '02	Sept '02	Oct '02	Nov '02	Dec '02	Total '02
MONTHLY CALL VOLUME	5,820	5,241	4,483	5,176	5,832	5,182	6,686	6,705	6,020	6,328	5,273	5,572	68,318
FINANCIAL ASSISTANCE/SUPPORT	2,075	1,113	1,489	1,952	2,019	1,993	2,518	2,767	2,279	2,275	1,741	1,945	24,166
FOOD/SHELTER/CLOTHING/FURNITURE	547	366	427	450	525	534	674	747	639	730	739	552	6,930
HOUSING	19	9	13	19	21	22	22	28	23	27	24	19	246
Average Speed Answered	1:04	0:35	0:55	1:03	1:01	1:04	1:08	1:50	0:54	0:38	0:58	1:17	1:02
Length of Calls	2:24	1:43	3:02	2:45	2:06	2:42	3:26	2:44	2:55	3:38	2:52	2:43	2:45
MAJOR CATEGORY 2001													
MAJOR CATEGORY 2001	Jan '01	Feb '01	Mar '01	Apr '01	May '01	June '01	July '01	Aug '01	Sept '01	Oct '01	Nov '01	Dec '01	Total '01
MONTHLY CALL VOLUME	5,202	3,926	4,358	4,117	4,985	4,776	5,412	5,846	5,616	6,871	6,992	5,112	63,213
FINANCIAL ASSISTANCE/SUPPORT	1,644	1,039	1,147	1,408	1,555	1,569	1,883	2,267	2,113	2,536	2,289	1,907	21,357
FOOD/SHELTER/CLOTHING/FURNITURE	355	283	406	414	503	497	662	646	566	733	695	571	6,331
HOUSING	na	na	na	na	na	24	21	40	17	33	16	18	169
Average Speed Answered	0:49	0:37	0:41	0:53	0:58	0:58	1:11	1:10	1:01	0:47	0:47	0:51	0:53
Length of Calls	2:06	2:21	2:31	2:26	2:41	2:34	2:29	2:35	2:28	2:03	1:42	2:20	2:21

TOP REFERRALS FOR March 2006

Catholic Charities Bureau, Inc. / Emergency Assistance	1725
COJ / Mental Health & Welfare Emergency Assistance	1806
Jewish Family & Community Services, Inc. / Emergency Financial Assistance	718
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	459
NEFCAA / LIHEAP Program / R. F. Kennedy Center	372
NEFCAA / LIHEAP Program / Emmett Reed Center	222
Arlington Community Services	131
Jewish Family & Community Services, Inc. / Feed a Need Neighbor	98
Catholic Charities Bureau, Inc. / Food Pantry	90
The Salvation Army NEFL Area Command / Second Harvest Food Pantry	77
DCF / Florida / Emergency Financial Housing Assistance Program	72
I. M. Sulzbacher Center for the Homeless, Inc. / I. M. Sulzbacher Campus / Homeless Shelter	48
St. Vincent DePaul Society / Church of the Assumption	46
Faith-to-Grow / Cross-cultural Outreach	46
Economic Opportunity Council	46
Regency Church of God / Food Pantry	42
Salvation Army of Clay County / Emergency Welfare Assistance	41
NEFCAA / Family Program / Emmett Reed Center	38
A New Beginning	37
Catholic Charities Bureau, Inc. / Family and Addictions Counseling	33
Westside Christian Outreach	33
The City Rescue Mission, Inc. / New Life Inn	32
United Community Outreach Ministry (UCOM) / Financial Assistance Program	32
World Outreach /The Lord's Store	31
St. Vincent DePaul Society / St. Catherine's Church / Clay County / Financial Assistance	28
First Coast Women's Services	28
Catholic Charities / St. Johns County / Emergency Assistance	28
Emergency Pregnancy Service of Jacksonville, Inc.	27
The Salvation Army NE FL Area Command / Red Shield Lodge	26
Annabel Krott and Associates, Inc.	25
Beaches Emergency Assistance Ministry (BEAM)	24
Welfare Federation / St. Johns County / Emergency Assistance Program	23
Northeast Florida Builders Association, Inc. / Builders Care	20
Salvation Army of St. Johns County / Emergency Assistance	20
Catholic Charities / Putnam County / Emergency Assistance	19
Jacksonville Housing Authority / Housing Assistance Division	18

MAJOR CATEGORIES FOR MARCH 2006

MAJOR CATEGORY	Apr'05	May'05	June'05	July'05	Aug'05	Sept'05	Oct'05	Nov'05	Dec'05	Jan'06	Feb'06	Mar'06	Total '05-'06	Mar'05
ABUSE REGISTRY - CHILD/ADULT ABUSE	12	16	11	2	3	0	0	2	1	1	2	0	50	7
ADM - MENTAL HEALTH & SUBSTANCE ABUSE	158	135	153	92	88	23	22	77	65	63	66	74	1,016	189
ADOPTION	0	1	9	0	0	0	0	0	0	0	0	0	10	3
CHRONIC CALLER	106	111	136	111	174	134	201	148	133	77	16	16	1,363	152
DAY CARE	24	35	42	36	55	68	58	39	37	46	28	28	496	26
DISABLED & ELDERLY	33	42	56	18	34	18	9	21	35	19	95	8	388	29
DISASTER (Hurricane)	0	0	0	0	3	1,046	289	103	67	27	1	2	1,538	0
EMOTIONAL CRISIS *	48	62	88	62	52	186	44	29	27	38	39	55	730	12
FINANCIAL ASSISTANCE / SUPPORT	1,150	1,533	2,483	1,551	2,056	1,842	3,189	3,111	3,769	2,626	3,233	4,019	30,562	1,223
FLORIDA KIDCARE / SOBRA	0	0	7	3	0	0	0	0	0	0	0	0	10	0
FOOD / SHELTER / CLOTHING / FURNITURE	783	916	1,017	451	444	671	1,610	1,477	1,691	802	405	729	10,996	892
HEALTH/MEDICATION	123	120	364	133	249	166	262	50	73	188	71	40	1,839	121
HOUSING INFORMATION	21	29	57	75	128	363	614	514	432	91	43	56	2,423	23
SPECIAL NEEDS CHILDREN	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SUICIDE HOTLINE	8	11	15	9	13	6	11	7	11	17	14	13	135	7
SUPPORT GROUP / EDUCATION / VOLUNTEER	35	34	56	52	38	59	31	27	18	30	18	58	456	30
OTHER	142	104	302	1,218	1,220	1,292	512	853	1,140	763	682	644	8,872	122
INFORMATION / NO REFERRAL				1,077	1,549	1,144	1,401	1,254	1,595	1,487	814	1,615	11,936	
Prosperity Campaign / Income Tax	231	3	4	2	6	1	1	11	8	79	955	141	1,442	448
TOTAL CATEGORIES	2,874	3,152	4,800	4,892	6,112	7,019	8,254	7,723	9,102	6,354	6,482	7,498	74,262	3,284
* Emotional Crisis calls can be in more than one category.														

UNMET NEEDS (338)

MARCH 2006

Agency out of funds/goods	3
Appointment line busy	178
Client previously used service	12
Client refused referral	29
Did not meet agency requirements	23
No program available	75
Holiday Programs Full	0
No weekend weekend/after hours/holiday service	4
Shelter Full	9
Waiting list	5

338

Reason Unmet	Need Description	Number of Needs
Agency out of funds/goods	Furniture	3
Appointment line busy	Utility Bill Assistance	105
Appointment line busy	Utility Deposit Assistance	2
Appointment line busy	Rental Deposit Assistance	15
Appointment line busy	Rent/Mortgage Assistance	56
Client previously used service	Utility Bill Payment Assistance	9
Client previously used service	Rent/Mortgage Assistance	3
Client Refused Referral	GED / Education	2
Client Refused Referral	Clothing	1
Client Refused Referral	Utility Bill Payment Assistance	8
Client Refused Referral	Food Pantries	1
Client Refused Referral	Public Housing Authority	3
Client Refused Referral	Health Insurance	1
Client Refused Referral	Home Rehabilitation/Repair	1
Client Refused Referral	Long Distance Transportation	1
Client Refused Referral	Pregnancy Counseling	1
Client Refused Referral	Prescription Expense Assistance	1
Client Refused Referral	Homeless Shelter	9
Did not meet agency requirements	Rent/Mortgage Assistance	5
Did not meet agency requirements	Prescription Expense Assistance	1
Did not meet agency requirements	Utility Bill Assistance	10
Did not meet agency requirements	Subsidized Housing	3
Did not meet agency requirements	Home Health Care	1
Did not meet agency requirements	Medical Transportation	1
Did not meet agency requirements	Health Care	2
No program available	Automobile Loans	1
No program available	Automobile Repairs	3
No program available	Automobile Payment Assistance	1
No program available	Utility Deposit Assistance	7
No program available	Long Distance Transportation (free)	1
No program available	Discount Bus Passes	1
No program available	Rent Payment Assistance	1
No program available	Rental Deposit Assistance	1
No program available	Prescription Expense Assistance	2
No program available	Dental Care (No cost)	1
No program available	Dentures (No cost)	2
No program available	Bus Fare/Gas Money	6
No program available	Medical Bill Payment Assistance	4
No program available	Telephone Bill Assistance	8
No program available	Undesignated Temporary Financial Aid	36
No weekend/after hours/holiday Service	Individual Counseling	1
No weekend/after hours/holiday Service	Food Pantries	3
Waiting list	Subsidized Child Care	2
Waiting list	Subsidized Housing	3
Shelters Full	Homeless People	9

Call Profile By County for March 2006

Baker County	58
Bradford	6
Clay	452
Columbia	71
Duval	3474
Hamilton	26
Marion	189
Nassau	74
Putnam	48
Suwannee	62
St. Johns	378
Other Florida Counties	86
Other States	2
Unknown	45
Total Calls for March 2006	4971

Top 10 Zip Codes - Duval County

Northwest Jax	32209	439
Westside	32210	291
Springfield	32206	226
Northside	32208	217
Westside	32205	184
Westside	32244	179
Arlington	32211	143
Northside	32218	140
Westside	32254	129
San Marco	32207	124